

APPENDIX E

TICKET TO WORK GUIDELINES

What to do when a customer hands you his/her ticket A VR Counselor "Cheat Sheet"

1. Meet with customer for intake and application. If the customer is receiving SSI or SSDI, ask if he or she has a Ticket to Work. If so, be certain to check the box on the IRIS Application (1) page stating: "Customer has Ticket to Work". Complete the application section on IRIS with the customer. When you exit out of this page, a signature page will appear. Print this sheet out and review it with the customer. Once he or she signs the signature page, he or she is agreeing to assign the ticket to VR assuming that he/she has not already assigned the ticket to another EN (Employment Network). If the customer does not wish to make a decision at this point, leave the box unchecked and just have him or her sign the page.
2. Call Maximus to determine if the ticket is assignable. Call 1-866-968-7842 or 1-866-833-2967 for TDD. Give them the VR EN (Employment Network) number: 35-6000158, and they will tell you whether or not the ticket is assignable. If Maximus tells you that the ticket is not assignable, you then need to speak with the customer to determine if his/her benefits have ceased or if he/she has assigned the ticket to a different EN. If the customer's benefits have ceased, they will need to get them reinstated before we can take their ticket.
3. If he/she has already assigned the ticket to someone other than Vocational Rehabilitation, you will need to determine if VR has an MOU (Memorandum of Understanding) with that particular EN. If so, we may be able to get some reimbursement for the services we provide to the customer. To determine if we have an MOU, please call either John

Wallace at (317) 232-1254 or Jonathan Kraeszig at (317) 232-1307. If there is not an MOU with the EN holding the ticket, then an effort should be made to get one signed prior to VR funds being used. Again, contact John Wallace or Jonathan Kraeszig for assistance with this.

4. If he/she has already assigned the ticket to another EN with whom we have an MOU, be certain to get a copy of the plan developed with that employment network and make sure that the plan developed with that EN matches the IPE once you and the customer develop it. If it does not match, you will need to talk to the EN to discuss these differences. If no consensus can be reached, there is a dispute resolution process listed in the MOU. Please call either Jonathan Kraeszig or John Wallace for assistance with this. **If the ticket is assigned to another EN, do not provide any services to the customer until after you have contacted either John Wallace or Jonathan Kraeszig and they have determined that it is acceptable to work with this customer. If you provide services to the customer before this determination is made, we may not receive reimbursement for those services. Be certain to keep your Area Supervisor informed of any of the above issues.**

5. Assuming the ticket is assignable, work with the client as you normally would and develop the IPE. Once the IPE has been completed, then you should check the button in the lower right-hand corner on the plan screen (TTW/SF 1365). That button will take you directly to Form 1365 which has been partially auto-populated. Be sure to check the box on Form 1365 stating the type of reimbursement you feel is appropriate. Check “cost reimbursement” if the rehabilitation process is likely to be expensive and you feel the person can meet the 9 month criteria (meaning that you believe the person will be able to work 9 months out of a continuous 12 month period at or above SGA—Substantial Gainful Activity). Check “State VR agency’s employment network payment system of record” if you believe the rehabilitation process will be fairly inexpensive or if the person is not likely to work at SGA for the 9 months.

6. Once completed, print out the form and have the customer sign. Fax that to Maximus at (703) 683-3289 or you can mail it to:

Maximus Ticket to Work Project
PO Box 2105
Alexandria, VA 22313

If you do not have the customer's signature on the 1365, then you may send in the 1365 along with page 1 and the signature page of the signed IPE to Maximus **(please note: if the IPE was signed prior to 11/01/02, then you MUST have a signed 1365. If the IPE was signed after this date, you may send in the 1365 unsigned along with page 1 and the signature page of the signed IPE).**

7. Any questions or concerns, please call either John Wallace or Jonathan Kraeszig at the numbers listed above.

Ticket to Work Non-assigned Cases

Non-assigned cases are those customers on your caseload who should have tickets but whose tickets have not yet been assigned to VR. If those cases have signed IPEs with VR, then it is safe to assume that the ticket can be assigned to VR. Here is how to have those tickets assigned to VR:

1. On "Indiana Reports" on IRIS, click on Manage Caseload and then select "List No Ticket to Work and Match to Maximus". For the date range, type in: 11/01/02 to the present date. On this report, you will notice two sets of addresses for the same customer. One address will be beneath the other. If the addresses match, that means that the customer on your caseload matches the customer in the Maximus database. The customer has a ticket which can be assigned to VR. If the addresses do not match, then the customer most likely does not have a ticket that can be assigned to VR. In addition, if the case has been closed, then no further action is needed on your part.

2. For those customers with matching addresses and open cases in status 12 or higher, you need to send out a notification letter indicating that since they have a signed IPE with VR, their ticket is to be assigned to VR. A letter is available in IRIS. Select the customer; then click on Tools/Compose Letter and select TTW Notification Letter. The Office and Customer information will be auto-populated.

3. After the letter is sent, you will need to send or fax the 1365 form to Maximus along with page 1 and the signature page of the IPE. To do this, check the button in the lower right-hand corner on the IRIS plan selection screen (TTW/SF 1365). That button will take you directly to Form 1365 which has been auto-populated. Be sure to check the box on Form 1365

stating the type of reimbursement you feel is appropriate. Check “cost reimbursement” if the rehabilitation process is likely to be expensive and you feel the person can meet the 9 month criteria (meaning that you believe the person will be able to work 9 months out of a continuous 12 month period at or above SGA—Substantial Gainful Activity). Check “State VR agency’s employment network payment system of record” if you believe the rehabilitation process will be fairly inexpensive or if the person is not likely to work at SGA for 9 months.

4. Fill out the form, print it out and sign it. Fax the 1365 along with page 1 and the signature page of the signed IPE to Maximus at this number:

Fax: (703) 683-3289

Or you may send the 1365 and page 1 and the signature page of the signed plan to:

Maximus Ticket to Work Project
PO Box 2105
Alexandria, VA 22313

5. Now return to “Indiana Reports” on IRIS. Click on “Ticket to Work Not Assigned to VR.” Put in the dates of 11/25/2002 to the present. This will bring up another list of ticket holders whose tickets have been assigned to another Employment Network (EN) or are “undecided” (or they will occasionally have been assigned to the Counselor or to the customer). For those customers listed as “undecided” or whose tickets have NOT been assigned to another EN, it is safe to assume that their tickets can be assigned to VR (assuming that they have an open case and a signed IPE with VR). For those customers, return to Step 2 (send out a notification letter) and continue from there.

6. For those customers whose tickets have been assigned to another EN, please inform your Area Supervisor and then contact either John Wallace at (317) 232-1254 or Jonathan Kraeszig at (317) 232-1307. They will research the situation and let you know how to proceed.